

IN THE SPECIFICATION

Please amend the paragraph at page 16, lines 10-19, as follows:

[0037] Step 532 determines if the image machine was already ~~set~~ reset. If the machine has been already reset, step 534 closes the customer call. If the machine has not been reset, then step 536 calls the customer to inquire about the problem. Step 538 requests to fix the problem with the customer's advice. The customer may assist with fixing by answering questions, adjusting the copier hardware and software, or providing supplies such as toner or paper to the machine. The helpdesk also may change the parameters based on the response from the customer. Step 540 determines whether the problem is fixed. The helpdesk may ask the customer if the problem has been fixed. If the problem is fixed, then step 542 closes the customer call. If the problem is not fixed, then step 544 dispatches a technician. Step 546 closes the customer call.

Please amend the paragraph at page 24, lines 8-15, as follows:

[0054] Step 1230 determines if current parameters are received ~~by~~ from the image machine. If current parameters are not received, then step 1234 determines if a request to close a service call is received. The service call is received by the RMS server. If the request to close the service call is received, then step 1236 closes the service call and continues monitoring the image machine for read/write requests, otherwise step 1234 is iterative. If current parameters are received, then step 1232 downloads received parameters ~~to~~ from the image machine. Step 1234 determines if a request to close manual call is received. If the request to close the service call is received, then step 1236 closes the service call and continues monitoring the machine for read/write requests, otherwise step 1234 is iterative.

Please amend the paragraph beginning at page 25, line 24 to page 26, line 5, as follows:

**[0060]** Figure 13 is an exemplary call list 1400. The call list 1400 indicates data including sequential numbers indicating when the calls were transmitted (SEQ) 1410, service organization (SO) 1412, customer 1414, model 1416, machine notification call 1418, cause/solution input 1420, LC list 1422, call 1424, time received 1426, elapsed ~~time~~<sup>time</sup> 1428 time 1428 and operator 1430. The calls are each listed at each line and are displayed in a sequential sort. However, it should be appreciated that any of data may be used to organize the display of the call list.